

SATISFACTION SURVEY JULY 2011 - OCTOBER 2011

Total Responses	Jul-11	Aug-11	Sep-11	Oct-11	Total
	26	51	32	46	155

Initial Contact with the Board

1. How did you first contact the Board's Licensing Unit?

	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Telephone	3	8	5	5	21	14%
In person	1	1	2	1	5	3%
Website/Email	22	39	24	39	124	80%
Other	0	3	1	1	5	3%
					155	100%

2. Please rate the ability of the Analyst to address your questions or concerns?

	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Excellent	10	27	24	29	90	71%
Very Good	5	8	3	6	22	17%
Good	2	4	3	3	12	9%
Fair	1	0	0	0	1	1%
Poor	0	1	1	0	2	2%
					127	100%

3. Please rate the courteousness and professionalism of the staff person who responded to your questions or concerns.

	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Excellent	18	26	20	31	95	70%
Very Good	5	7	5	9	26	19%
Good	1	4	2	2	9	7%
Fair	0	3	1	1	5	4%
Poor	0	0	0	1	1	1%
					136	100%

4. How would you rate the timeliness of the response you received from the staff person?

	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Excellent	21	21	17	30	89	72%
Very Good	0	8	3	4	15	12%
Good	2	6	4	2	14	11%
Fair	1	1	1	1	4	3%
Poor	0	1	1	0	2	2%
					124	100%

Application Process						
5. Type of Application						
	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Registration applications	5	19	10	9	43	49%
License applications	14	7	9	15	45	51%
					88	100%
6. Please rate the ease of completing the application.						
	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Excellent	6	12	11	7	36	47%
Very Good	5	6	4	5	20	26%
Good	1	3	8	5	17	22%
Fair	0	2	0	2	4	5%
Poor	0	0	0	0	0	0%
					77	100%
7. Was the application processed in a timely manner?						
	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Yes	14	22	22	17	75	86%
No	3	4	3	2	12	14%
					87	100%
8. Were you contacted in a timely manner regarding any deficiencies in your application?						
	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Yes	13	16	19	12	60	61%
No	3	2	1	2	8	8%
Not applicable	8	7	7	8	30	31%
					98	100%
9. How would you rate the courteousness helpfulness and responsiveness of the state person who processed your application?						
	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Excellent	14	18	18	7	57	65%
Very Good	1	1	2	8	12	14%
Good	2	8	3	1	14	16%
Fair	1	1	0	1	3	3%
Poor	0	0	1	1	2	2%
					88	100%
10. If a licensing application, how did you apply?						
	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Online	5	2	2	4	13	20%
US Mail	16	11	16	10	53	80%
In Person	0	0	0	0	0	0%
					66	100%

Exam Process (Licensure Applicants Only)

11. How would you rate your experience with the scheduling process to sit for the Examination for Professional Practice in Psychology (EPPP)

	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Excellent	6	2	9	1	18	46%
Very Good	2	1	5	3	11	28%
Good	2	2	0	3	7	18%
Fair	2	1	0	0	3	8%
Poor	0	0	0	0	0	0%
Not applicable	0	0	0	0	0	0%
					39	100%

12. How would you rate your experience with the scheduling process for the California Psychology Supplemental Examination (CPSE)

	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Excellent	6	1	6	2	15	60%
Very Good	1	2	1	2	6	24%
Good	0	0	3	1	4	16%
Fair	0	0	0	0	0	0%
Poor	0	0	0	0	0	0%
Not applicable	0	0	0	0	0	0%
					25	100%

13. How would you rate your overall experience with the BOP's Licensing /Registration Unit.

	Jul-11	Aug-11	Sep-11	Oct-11	Total	Percentage
Excellent	12	28	19	21	80	63%
Very Good	5	7	5	6	23	18%
Good	2	2	6	4	14	11%
Fair	1	4	0	2	7	6%
Poor	0	1	1	1	3	2%
					127	100%